

PATENT

00EC037/78111



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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10/8  
**RECEIVED**

OCT 02 2003

Technology Center 2600

Applicants: Fischer et al. )

Title: Providing Customer Data to an )  
Automatic Call Distribution System )  
Agent )

Serial No.: 09/499,817 )

Filed: 8 February 2000 )

Examiner: Bing Q. Bui )

Art Unit: 2642 )

I hereby certify that this paper is being  
deposited with the United States Postal  
Service as Express Mail in an envelope  
addressed to: Mail Stop \_\_\_\_\_, Commissioner  
for Patents, P.O. Box 1450, Alexandria, VA  
22313-1450 on this date.

*Donald B. Jones*  
Date 28 September 2003  
Express Mail Label No. EV33710442/US

**AMENDMENT AND REPLY TO OFFICE ACTION UNDER 37 CFR 1.111**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Office Action dated 6 June 2003. This reply hereby  
authorizes the charge of any deficiency in fees in connection with the captioned application to  
Deposit Account 03-2470.

10/01/2003 SSITHIB1 00000107 09499817

02 FC:1201	84.00 DA
03 FC:1202	18.00 DA